

## Schedule Change – Original date of issue prior to April 8, 2020

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**Note: If the original ticket was issued on/after April 8, 2020 – see [Schedule Change on/after 08APR2020](#)**

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## Additional Categories - After Schedule Change Acceptance

### RBD by Cabin

## Schedule Change Processing Guidelines

### Processing Guidelines

A Schedule Change is a planned change that may occur more than 72 hours prior to the flight's scheduled departure. Examples - Change of flight times, change of flight numbers, reduction of service, discontinuation of all service in a market.

American automated reaccommodation queue places all schedule changes to the booking source for notification. It is the responsibility of the booking source to notify the customer, acknowledge the schedule change and reissue the ticket.

Schedule Change Processing Guidelines	
<b>Received more than 35 days out</b>	Must be processed (reissued) no less than 30 days prior to departure after accepting the schedule change
<b>Received less than 35 days out</b>	Must be processed (reissued) within 5 days of receiving the schedule change
<b>30 days prior to the scheduled departure</b>	Automation will send an SSR ADTK for all Schedule Changes which have not been accepted and/or the tickets have not been reissued  Example: SSR ADTK YY TKT REISSUE REQD DUE TO SCHEDULE CHANGE
<b>Unprocessed schedule change at 72 hours prior to departure</b>	May be subject to a debit memo

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## Tickets that are Revalidated

Tickets that are Revalidated
American preserves agency control of the ticket by revalidating the ticket. The agency will know that the ticket has been revalidated because the revalidation data will automatically be included when the agency requests a ticket display.
The revalidation is dynamic (real time), therefore when requesting a ticket display, you can quickly identify the updated flight, date, time and booking class data, on auto-revalidated flight coupons.

Additionally, the PNR clearly indicates auto-revalidated updates have been processed resulting in your customer being check-in ready, requiring no reissue.

- If the itinerary in the PNR and the ticket data match exactly, the ticket has been revalidated by American. No reissue by the travel agency will be necessary. The customer is check-in ready.
- Special PNR documentation (SSR/OTHS remarks) is indicated that a revalidation has occurred.
  - SSR OTHS YY AGCY TKT REVALIDATED FOR SCHD CHNG  
(mmddyy = date of revalidation)
  - IE. SSR OTHS YY AGCY TKT REVALIDATED FOR SCHD CHNG 17DEC19
- If the itinerary in the PNR and the ticket do not match, the agency must reissue the ticket using the normal schedule change guidelines

Note: It can take up to 72 hours for a ticket coupon that qualifies to be revalidated. If the ticket coupon is not revalidated after that time, then follow the normal schedule change guidelines. You may utilize SalesLink Double Suites – Double Time to have the ticket coupon revalidated.

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## AA Schedule Change

### Revalidation Request

#### Travel Agent's Guidelines

When the customer does not accept the new itinerary, the itinerary may be changed according to Schedule Change guidelines as provided in this document. Once the itinerary is changed, the ticket may be revalidated via [SalesLink](#).

#### Tickets Eligible for Revalidation

- American and American Eagle® marketed and operated flights only
- Change in flight number
- Change in flight departure/arrival time
- Change of date
  - Book 1<sup>st</sup> available flight as close to the original departure time as possible
    - Example: Last flight to 1<sup>st</sup> available next day in same inventory

#### Tickets Ineligible for Revalidation:

- Changes to class of service
- Changes to itinerary routing including:
  - Connection flight
  - [Co-Terminals](#)
  - Multiple Airport Cities ([MAC](#))
- Changes in fare basis or fare amount

- Changes to OA flight segments
- Changes to AA\*/ Codeshare flight segments
- Changes in Operating Carrier

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### SalesLink Validation for Schedule Change – Double Time

SalesLink validation for Schedule Changes for wholly AA or AA OR AA*
<b>SalesLink validation</b>
<ul style="list-style-type: none"> <li>• Login to <a href="#">SalesLink</a></li> <li>• Request Type – select “Service”, enter your PNR</li> <li>• Waiver Type – select Schedule Change – Double Time</li> <li>• Reason Code – select Reissue AA Flights or Reissue AA Codeshare or Reissue–300-Mile</li> <li>• PNR details and VCR details Screen – update both sections</li> <li>• Update New ticket Endorsement Box: <a href="#">SKCHG</a> or <a href="#">SKCHG/300M</a> <ul style="list-style-type: none"> <li>○ No other annotation is required</li> </ul> </li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Reason Code – select Revalidate AA Flights</li> <li>• PNR details and VCR details – update both sections</li> </ul>

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### Co-Terminals/Multiple Airport Cities – AA Prime Flight Only

Customers who are traveling to/from a co-terminal location may be changed to an alternate co-terminal airport, if requested, for AA Prime segments only, provided the flights times are closer to the original schedule. The use of other airlines or codeshare flights is not allowed

Domestic – Co Terminals	Multiple Airport Cities (MAC)
<ul style="list-style-type: none"> <li>• BWI - WAS (DCA, IAD)</li> <li>• FLL – MIA</li> <li>• SFO – SJC - OAK</li> <li>• LAX - ONT - BUR – SNA - LGB</li> <li>• EWR - NYC (JFK, LGA)</li> <li>• HOU – IAH</li> <li>• NRT – HND</li> </ul>	<ul style="list-style-type: none"> <li>• DCA-IAD</li> <li>• HOU-IAH</li> <li>• JFK-LGA</li> <li>• LGW-LHR-STN</li> <li>• UVF-SLU</li> <li>• CDG-ORY</li> <li>• HND-NRT</li> </ul>

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## Length of Flight Time Change - Rebooking Guidelines

Length of Flight Time Change Schedule Change Rebooking Guidelines	
<b>Determining Flight Time Change</b>	
<b>For original ticket date of issue prior to April 8, 2020</b>	
The flight time change is determined by the length of delay to the new connecting flight which may be unacceptable to the customer, per the example:	
Example: <b>2328 26JAN DFWORD 643A 900A</b> *2632 26JAN ORDSTL 940A 1054A	Schedule change on DFWORD New arrival time is later: DFW ORD 723A 940A
<ul style="list-style-type: none"> <li>• Next available valid connection ORDSTL departs 11:00A arrives 12:12p</li> <li>• New connection is an 80 minute flight time change</li> <li>• The new connection is a total of 60 minutes which qualifies for a refund</li> </ul>	
View <a href="#">Endorsement Box/Waiver Code Requirement</a>	

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## Schedule Change – 001 Ticket Stock

### AA or AA\*/Codeshare Flights – Any Cabin – Customer Does Not Accept New Itinerary

Travel Agent's Guidelines	
<b>American, American Eagle - Flight Number Only Change</b>	
<ul style="list-style-type: none"> <li>• Revalidation or Reissue is not required.</li> <li>• Travel Agent may <b>not</b> reaccommodate to an alternate flight time or request a refund</li> </ul>	
Flight Number Only wholly on American, American Eagle® itineraries are eligible for online check-in on AA.COM even when the flight number in the itinerary and the VCR coupon flight number are different. The time/date/origin-destination must match and the VCR coupon must be in OK status	
<b>Basic Economy Short-haul/Long-haul</b>	
<b>Basic Economy Short-haul</b>	<b>Basic Economy Long-haul</b>
Short-haul includes travel within and between the U.S. and: <ul style="list-style-type: none"> <li>• Canada</li> <li>• Caribbean</li> <li>• Mexico</li> <li>• Central America</li> </ul>	Long-haul includes travel between the U.S. and: <ul style="list-style-type: none"> <li>Argentina</li> <li>Brazil</li> <li>Colombia</li> <li>Chile</li> <li>Panama</li> <li>Peru</li> </ul>

- Guyana

Uruguay

As well as all transatlantic markets on:

- AA Prime flights  
AA\* and AJB flights

For any change to the length flight time, or changes from a non-stop to connection, or an invalid connection:

If the schedule change protection by American is not acceptable to the customer, follow the Basic Economy protection procedures below:

#### For original ticket date of issue prior to April 8, 2020

NOTE: For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

#### Short-haul

- Must be rebooked in **B** inventory only
- AA domestic destinations with less than daily service may book the 1st available flight for that market in **B** inventory only before/after the original affected flight.
- May offer **co-terminals for AA Prime flights only if the flight times are closer to the original schedule**

#### Long-haul

- AA Prime book **B** inventory only, including any change to the length of flight time
- AA\*/AJB
  - 59 minutes – book original ticketed inventory
  - 60 + mins – original ticketed inventory or lowest available inventory up to and including **H**, same cabin
- AA Long-haul destinations with less than daily service may book the 1st available flight for that market in the **original ticketed inventory** only before/after the original affected flight.

View [Endorsement Box/Waiver Code Requirement](#)

#### For original ticket date of issue prior to April 8, 2020

NOTE: For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

#### 59 Minutes or less

- May offer another flight **closest to the original departure time** wholly on AA or AA\* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed
  - If unable to book for the same day due to the scheduled flight times are not available may:
    - Book 1<sup>st</sup> available flight as close to the original departure time as possible
      - Example: Last flight to 1<sup>st</sup> available next day in same inventory
    - May utilize Schedule Change Double Time - [Revalidation Request](#)
- For Basic Economy – refer to [Basic Economy](#)

- If ticketed as a non-stop itinerary, may select flights which are non-stop or connecting.
- If ticketed as a connection, select new flights which have a connection
  - If connection is no longer possible, may change to a non-stop
- AA flights only, may add/remove an alternate connecting point within valid fare routing for the destination on the original ticket
  - For example:
    - JFK-PLS nonstop may *add* JFK MIA PLS or if ticketed as DFBNALGA may rebook as DFWORDLGA
- Exception: For Brazil domestic flights ticketed in Brazil – if schedule change is greater than 30 minutes refer to [Brazil ANAC Guidelines](#)

#### **Additional Information for Premium Cabin / Premium Economy Cabin fares**

- If the ticketed inventory is not available, may protect in lower cabin
- If original ticket is a Premium through-fare which may include an American Eagle segment in coach, may book Premium Cabin when available  
View [Endorsement Box/Waiver Code Requirement](#)

#### **For original ticket date of issue prior to April 8, 2020**

NOTE: For original ticket date of issue on/after April 8, 2020, see [Schedule Change on/after 08APR2020](#)

#### **60 Minutes or greater – or –**

#### **Flight Changes from a Non-Stop to a Connecting Flight – or –**

#### **Invalid Connection – or –**

#### **AA destinations with Less than Daily Service**

#### **General Guidelines**

- For Basic Economy – refer to [Basic Economy](#)
- May offer [co-terminals](#) for AA Prime flights **only if** the flight times are closer to the original schedule
  - If the customer has chosen an alternate co-terminal airport, they may use that airport for their continuing or return journey. **This change must be made at the time of original ticket reissue**
- May change from a connection to a non-stop
- May add/remove an alternate connecting point within valid fare routing for the destination on the original ticket
  - For example:
    - JFK PLS may *add* JFK MIA PLS or if ticketed as DFBNALGA may rebook as DFWORDLGA
    - or
    - PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
- May offer another flight on the same day or within 1 day before or after the customer's affected original departure time

- AA destinations with less than daily service may book 1<sup>st</sup> available for that market before/after the original scheduled flight
  - May change their return and/or continuing travel dates on AA or AA\*/**oneworld**<sup>®</sup> to match original length of stay, maintaining the same ticketed inventory
- AA destinations with less than daily service refer to [Reduction in Frequency](#)
- For tickets issued in Brazil, refer to [Brazil ANAC Guidelines](#)

### **Detailed Guidelines**

**AA prime flights:** same or lowest available inventory, same cabin, up to and including **H** inventory for main cabin

- Premium Economy ticketed customers are rebooked on AA flights in **W/P** inventory
- Premium Cabin –
  - if the same inventory is unavailable, may book AA in the lowest available inventory in the same cabin as ticketed
  - If the ticketed inventory is not available, may protect in lower cabin on AA
  - If original ticket is a Premium through-fare which may include an American Eagle segment in coach, may book Premium Cabin when available

**AA\*/**oneworld**<sup>®</sup>:** same or lowest available inventory, same cabin, up to and including **H** inventory for main cabin

- Excludes booking W inventory premium economy on AA\* from any main cabin inventory
- Premium Economy ticketed customers are rebooked on AA\*/**oneworld**<sup>®</sup> in **W** inventory
- Premium Cabin –
  - If the same inventory is unavailable, may book AA\*/**oneworld**<sup>®</sup> in the lowest available inventory in the same cabin as ticketed
  - If the ticketed inventory is not available, may protect in lower cabin on AA\*/**oneworld**<sup>®</sup>
  - If original ticket is a Premium through-fare which may include an American Eagle segment in coach, may book Premium Cabin when available
- Travel Agents are prohibited to book the prime carrier, may only book the AA\* (AA\*/**oneworld** Codeshare)
- Must confirm that you have received a record locator or OSI acknowledgement from the AA\*/**oneworld**<sup>®</sup> carrier. If not, contact the Other Airline directly to inquire

**AA\*/non-**oneworld**:** maintaining same inventory, origin/destination as originally ticketed

- May book AA or AA\* segments *only* on the first available flight before/after the original ticket departure date maintaining origin/destination, same ticketed inventory as originally ticketed
  - May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory
- AA destinations with less than daily service may book the 1<sup>st</sup> available flight for that market before/after the original affected flight in the same inventory
- Must confirm that you have received a record locator or OSI acknowledgement from the AA\*/non-**oneworld** carrier. If not, contact the Other Airline directly to inquire



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[AA Schedule Change – 001 Ticket Stock or OA Ticket Stock](#)

[AA or AA\\*/Codeshare Flights – No Schedule Change – Invalid Minimum Connecting Time \(MCT\)](#)

#### Travel Agent's Guidelines

A Schedule Change does not appear in the PNR, however the itinerary now reflects Invalid Minimum Connecting Time (MCT) – AA or AA\* (any AA Codeshare)

American, American Eagle® AA\* (any AA Codeshare) Itineraries where the General Facts have been updated by AA RIPA with:

SSR ADTK YY INVALID ITINERARY CONNECTION MCT NOT MET  
SSR ADTK YY MODIFY PNR OR SUBJECT TO DEBIT MEMO

001 Ticket Stock - Refer to [AA or AA\\*/Codeshare Flights – Invalid Connection](#) for Rebooking guidelines

OA Ticket Stock – Refer to [Validated on OA \(XXX\) Ticket Stock General Guidelines](#) for Rebooking guidelines

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[Schedule Change – 001 Ticket Stock](#)

[Reduction in Frequency \(day of week\)/Suspension of Service – No Protection Agreement in Place](#)

[AA or AA\\*/Codeshare / OA Schedule Change](#)

#### Travel Agent's Guidelines

##### General Guidelines

Customer's scheduled flight was affected by a reduction in frequency (day of week) or Suspension of Service and has the status of UN/WK/UC/NO. An automated protection was not provided.

- May reroute customer same day via an alternate connecting city or next available connecting or non-stop flight. May book the first available connecting flight the next day if new flights require an overnight.
- For tickets issued in Brazil, refer to [Brazil ANAC Guidelines](#)

### Detailed Guidelines

AA and AA\*/[oneworld](#)<sup>®</sup> Schedule Change:

- May book AA and/or AA\*/[oneworld](#)<sup>®</sup> flight in same inventory as originally ticketed or next lowest available inventory, same cabin up to and including **H** inventory for main cabin
  - **For Basic Economy – refer to [Basic Economy](#)**
  - Excludes booking W inventory premium economy on AA\* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA\*/[oneworld](#)<sup>®</sup> flights in **W** inventory
- May offer another flight on the same day or within 1 day before or after the customer's affected original departure time in the original ticketed inventory
- AA destinations with less than daily service; may book 1<sup>st</sup> available flight before/after the original scheduled flight for that market
- May add/remove an alternate connecting point within valid fare routing for the destination on the original ticket
  - For example:  
JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORLGA  
or  
PHX-DFW-ATL may remove connecting city and rebook as PHX-ATL nonstop
- For wholly AA flight itineraries, may offer [300-Mile Radius](#)
- **When no other AA\* flight exists, ok to book on original Operating Carrier Prime Flight in original ticketed inventory**

Other Airline included in Itinerary:

- If the original ticketed Other Airline segment results in an invalid connection may book another airline that does not appear on the original ticket. AA must have a valid interline agreement with this secondary carrier and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class
- Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire

View [Endorsement Box/Waiver Code Requirement](#)

### **OA Schedule Change**

Travel agents may rebook as follows:

If Other Airline has a reduction of service (days) or discontinuation of service and no protection of new flight:

- May book an AA\* (AA Codeshare) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed
- May book on a AA\*/[oneworld®](#), if original inventory is not available may book next lowest available inventory, same cabin, up to and including **H** inventory for main cabin
  - **For Basic Economy – refer to [Basic Economy](#)**
  - Excludes booking W inventory premium economy on AA\* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA\*/ [oneworld®](#) flights in **W** inventory

May book another airline that does not appear on the original ticket. AA must have a valid interline agreement with this secondary carrier and the new segment(s) booking class must be valid for the fare ticketed. Check RBD for the valid booking class

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## AA with OA Schedule Change

### Travel Agent's Guidelines

#### For original ticket date of issue prior to April 8, 2020

NOTE: For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

#### Validated on 001 Ticket Stock:

##### General Guidelines:

- For Basic Economy – refer to [Basic Economy](#)
- If schedule change results in an Invalid Connection, may rebook the AA segments to have a valid connection with the Other Airline flight segment
- AA destinations with less than daily service may book the 1st available flight for that market before/after the original affected flight in the same inventory.

##### **59 Minutes or less:**

- May offer another flight which must be closest to original departure time wholly on AA or AA\* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed
- [OA Prime flights](#): same inventory, same fare, same origin/destination, and same date of travel as originally ticketed for the OA flight segments.
  - **No OA\*/Codeshare segments allowed**
- Exception: For Brazil domestic flights ticketed in Brazil – if schedule change is greater than 30 minutes refer to [Brazil ANAC Guidelines](#)

**For original ticket date of issue prior to April 8, 2020**

NOTE: For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

**60 Minutes or greater – or –**

**Flight Changes from a Non-Stop to a Connecting Flight – or –**

**Invalid Connection – or –**

**AA destinations with Less than Daily Service**

- [AA prime flights](#): same or lowest available inventory, same cabin, up to and including **H** inventory for main cabin
  - Premium Economy ticketed customers are rebooked on AA flights in **W/P** inventory
  - May book one day prior to the departure of their original ticketed flight to allow for a valid connection
  - May change their return and/or continuing flight to match original length of stay maintaining the same ticketed inventory
- [AA\\*/oneworld®](#): same or lowest available inventory, same cabin, up to and including **H** inventory for main cabin
  - Excludes booking W inventory premium economy on AA\* from any main cabin inventory
  - Premium Economy ticketed customers are rebooked on AA\*/[oneworld®](#) in **W** inventory
- [AA\\*/non-oneworld](#): maintaining same inventory as originally ticketed
- [OA Prime flights](#): same inventory, same fare, same origin/destination, and same date of travel as originally ticketed for the OA flight segments. **No OA\*/Codeshare segments allowed**
  - If available may book wholly AA prime flights replacing OA Prime flights, same cabin, up to and including **H** inventory for main cabin
  - If original ticketed inventory for OA segment is not available, must contact OA carrier for authorization of different inventory. An OSI/SSR must be sent to the AA PNR by OA Carrier
- **Customer Requests Alternate Carrier**
  - If the customer prefers a different carrier, follow normal handling processes for [voluntary changes\(s\)](#) including all applicable collections
- For tickets issued in Brazil, refer to [Brazil ANAC Guidelines](#)

View [Endorsement Box/Waiver Code Requirement](#)

**For original ticket date of issue prior to April 8, 2020**

NOTE: For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

**Validated on OA (XXX) Ticket Stock:**

**General Guidelines**

- If schedule change results in an Invalid Connection, may rebook the AA segments to have a valid connection with the Other Airline flight segment

**59 Minutes or less:**

- May offer another flight which must be closest to original departure time wholly on AA or AA\* (any AA codeshare) maintaining same inventory, same travel day, and same origination/destination as originally ticketed

**60 Minutes or greater – or –**

**Flight Changes from a Non-Stop to a Connecting Flight – or –**

**Invalid Connection – or –**

**AA destinations with Less than Daily Service**

- AA Prime Flights only - May book same day, or one day before or after the departure of their original ticketed flight to allow for a valid connection
- Restricted to [oneworld](#)<sup>®</sup> codeshare partners, may book lowest available inventory, same cabin, up to and including **H** inventory for main cabin
  - Excludes booking W inventory premium economy on AA\* from any main cabin inventory
  - Agencies should reissue entire ticket, utilizing waiver code SKCHG in the Endorsement Box and maintaining the ticket stock of the validating carrier
- Premium Economy ticketed customers are rebooked on AA\*/[oneworld](#)<sup>®</sup> in **W** inventory
- May not change OA flight time/date unless it causes an invalid connection with AA and OA segments. Or OA does not have an alternate flight.

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**Endorsement Box/Waiver Code Requirement**

**Endorsement Box Requirement**

**New Ticket Endorsement Box must indicate the waiver code:**

**SKCHG**

This is the *only annotated verbiage* required on the new ticket and supersedes the required verbiage for the fare ticketed.

Note: if you choose to include the original fare ticket endorsement verbiage; **SKCHG** should appear at the start of the endorsement/restrictions text on the replacement ticket.

#### **Other Endorsements for a Schedule Change:**

- **If Other Airline created the Schedule Change:**
  - **SKCHG/XX** (XX= other airline code that created the schedule change)
- **300-Mile Radius:**
  - **SKCHG/300M**

This is the *only annotated verbiage* required on the new ticket and supersedes the required verbiage for the fare ticketed.

Note: if you choose to include the original fare ticket endorsement verbiage; **SKCHG/---** should appear at the start of the endorsement/restrictions text on the replacement ticket.

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### [Additional Categories – Rebooking After Schedule Change Acceptance](#)

#### **Additional Ticketing/Itinerary Information**

##### **For original ticket date of issue prior to April 8, 2020**

**NOTE:** For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

##### **Rebooking:**

Once the agency has accepted the schedule change and either Reissued the ticket for the schedule change annotating **SKCHG** in the Endorsement Box, or Revalidated the ticket for schedule change using SalesLink - Schedule Change - Double-Time – Revalidate AA Flights or AA Auto-Revalidated the ticket, the agency may exchange the ticket by annotating **SKCHG** in the Endorsement Box under the following conditions:

- The original exchange is unacceptable to the customer
- If a customer was protected beyond their original travel time or date and an earlier flight becomes available
- A subsequent schedule change occurs

##### **For original ticket date of issue prior to April 8, 2020**

**NOTE:** For original ticket date of issue on/after April 8, 2020, [see Schedule Change on/after 08APR2020](#)

##### **Refunds:**

Once the agency has accepted the schedule change and either:

- Reissued the ticket for the schedule change annotating **SKCHG** in the Endorsement Box
- Revalidated the ticket for schedule change using SalesLink - Schedule Change - Double-Time – Revalidate AA Flights

- AA Auto-Revalidated the ticket

and the customer decides not to travel; A refund is permitted as long as the original schedule change was 60 minutes or greater

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First	A, F, Z
Business	C, D, I, J, R, U
Premium Economy	P, W, X
Economy	B, E, G, H, K, L, M, N, O, Q, S, T, V, Y

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Update: April 2020